

Better manage your health and health care

Aetna Navigator® Secure Member Website

It's the one place to go for coverage, claims, costs and more.

Aetna Navigator is easy to use

Aetna Navigator is your secure website for planning and managing your health and health care. It's organized to help you do what you want to do — more easily.

Get a new ID card. Check on a claim. Look up a health savings account or health fund balance.*

Do all this — and much more — in one location, at **www.aetna.com**.

Get support when you need it

There are times when you may need support. Not to worry. Your member website has a resource section that includes:

- Answers to some common questions
- Easy ways to contact us
- Forms you might need



Health info *on the go*

Visit Aetna Navigator anytime, anywhere. You can log in using any mobile phone with web access. It's fast, easy and so convenient.
www.aetna.com



*HSAs are currently not available to HMO members in IL and CA.

Health benefits and health insurance plans are offered, underwritten and/or administered by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.



Look what you can do

There's so much you can do on Aetna Navigator! Just log in to plan and manage your:

Health coverage and benefits:

- Estimate and compare costs you'll pay for some health care services and procedures
- Check health savings account, flexible savings account or health reimbursement arrangement** balances
- See benefits used and remaining
- See how benefits from your other health plans are coordinated with your Aetna health insurance or health benefits plan

Claims:

- Get an explanation of how claims work
- See your claims status for a health plan, health savings account or health reimbursement arrangement
- Review an Explanation of Benefits

Care and treatment:

- Find doctors, pharmacies and hospitals
- Change a primary care doctor
- Compare hospitals
- Research treatments

Health records:

- Get a summary of your doctor visits, medical tests, prescriptions and other health activities
- Print records of preventive shots and checkups
- Look up health topics

Health and wellness:

- Complete a Health Assessment
- Get healthy living tips
- Sign up for a wellness program

Personalized information for you and your family

Many Aetna Navigator features deliver personalized content, based on:

- Health history or claims information you've entered
- Your Aetna health plan
- Your zip code

Having meaningful information can help you save time, avoid guesswork and use your health plan more effectively.

Some results you can get include:

- Info on a health condition — including a list of neighborhood doctors who can treat the condition and programs that can help meet your health needs
- Health and wellness recommendations designed just for you

New members — go to www.aetna.com and “Register” today.

Already signed up for Aetna Navigator? Log in to make the most of your health and health plan.

**HRAs are currently not available to HMO members in IL. HRAs are currently not available for Small Group in Florida.

This material is for information only and is not an offer or invitation to contract. An application must be completed to obtain coverage. Rates and benefits vary by location. The availability of Aetna Navigator's key features may vary by plan. Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. The Health Assessment is used in a variety of ways to support Aetna products and services that help you manage your health. Aetna will use your Health Assessment information in compliance with all applicable state and federal laws, including the Health Insurance Portability and Accountability Act (HIPAA) privacy and security rules. For more information, view Aetna's Notice of Privacy Practices, located at the bottom of Aetna's website; or call the number on the back of your ID card. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com.

Policy forms issued in Oklahoma include: HMO OK COC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29/GR-29N.

